

Mental Health Complaints Commissioner



Senior Resolutions Officer

The Mental Health Complaints Commissioner is an independent specialist statutory body established under the *Mental Health Act 2014*. We deal with complaints about Victorian public mental health services.

Are you

- An effective and confident communicator who demonstrates knowledge and understanding of the issues experienced by people receiving mental health services, families, and carers, and service provision in the public mental health sector?
- Able to assess and analyse complaints in the context of legislative requirements standards and guidelines?
- Able to implement effective complaint resolution approaches which aim to safeguard people's rights and promote improved outcomes and broader service improvements?
- Positive and passionate about making a difference, with high level interpersonal and analytical skills for dealing with complex and sensitive issues?

Title	Senior Resolutions Officer
Classification	VPS 5
Team, unit	Resolution & Review Team
Statutory Body	Mental Health Complaints Commissioner
Work location	Level 26, 570 Bourke Street, Melbourne Vic 3000
Position number	DHHS/MHCC/423157
Employment type	Fixed term until 30 th June 2021 Full-time (76 hours per fortnight)
Salary range	Value Range 1: \$98,396 – \$107,724 plus superannuation Value Range 2: \$108,726 – \$119,052 plus superannuation
Position reports to	Manager, Resolution & Review
Further information	Kaaren Dahl Ph: (03) 9032 3316
Closing date	10 th December 2019, Tuesday

Organisational environment

The Mental Health Complaints Commissioner

The Mental Health Complaints Commissioner (MHCC) is an independent statutory body that receives funding and administrative support from the Department of Health & Human Services (department). Staff of the MHCC are employees of the Department of Health and Human Services, who report directly or indirectly to the Commissioner, and act as delegates of the Commissioner in performing statutory functions under the *Mental Health Act 2014* (the Act).

What we do

- We help people speak up about their concerns by supporting them to make a complaint directly to a public mental health service or to us.
- We work to address people's concerns and complaints through informal and formal complaint resolution.
- We help Victorian public mental health services develop accessible and responsive resolution approaches in addressing concerns and complaints.
- We receive and analyse reports from public mental health services about the complaints they receive and the outcomes of those complaints.
- We make recommendations for service and system improvements and use our investigation and compliance powers to drive change.
- We can also undertake investigations into any matter relating to Victoria's public mental health services, as requested by the Minister for Mental Health.

How we work

- We uphold the principles in the Mental Health Act in all our work.
- We act to safeguard and promote people's rights and wellbeing.
- We aim to resolve complaints in ways that support people's recovery, uphold their rights and improve services.
- We value the experience of consumers, families, and carers and work collaboratively with them
- We believe all experiences can contribute to improving services and we work collaboratively with public mental health services to support and drive positive changes.
- We work strategically, increasing our reach and impact by working in partnership with others.

Please visit www.mhcc.vic.gov.au for more information about our vision, principles and strategic directions.

The MHCC has an inclusive approach and actively promotes diversity, inclusion and an equal opportunity workplace. We welcome applicants from all diverse backgrounds, including Aboriginal and Torres Strait Islander peoples, people with disabilities and people from lived experience of mental illness for all roles within our office.

The Department of Health and Human Services

The department develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability.



Our vision is to support and enhance the wellbeing of all Victorians. We aspire to be an organisation where everyone is committed to achieving our vision and demonstrates our values in all that they do.

- We are respectful
- We have integrity
- We collaborate
- We care for people, families and communities
- We are accountable
- We are innovative

Purpose and accountability

Purpose

As a senior member of the Resolutions and Review team, the Senior Resolutions Officer works closely with the Manager of Resolutions and Review and other Senior Resolutions Officers to provide leadership, supervision and support to resolutions staff while also managing a case load of complaints. The Senior Resolutions Officer is responsible for developing and implementing effective approaches to assessment and complaint resolution which aim to safeguard people's rights and promote improved outcomes for people and broader service improvements. The role also includes portfolio responsibilities for nominated areas of the Resolutions team's work, including stakeholder engagement for a designated mental health service catchment in Victoria.

Accountabilities

Operating at value range 1, you will:

1. Undertake complex complaint assessment and resolution activities and perform nominated portfolio and supervisory responsibilities to ensure that the MHCC fulfils its statutory functions.
2. Provide an effective response to initial enquiries and complaints through participating in phone roster duty, undertake assessments, and manage a caseload of complex complaints.
3. Participate in triage and case review processes to identify and respond to high priority safeguarding issues and risks identified in complaints and bring them to the attention of the Manager and/or Deputy Commissioner.
4. Conduct and lead facilitated meetings and conciliations in accordance with legislative requirements and relevant standards as required.
5. Provide formal supervision and support to Resolutions Officers, and occasionally to other members of the resolutions team by arrangement with the Manager, Resolutions and Review
6. Review and evaluate the way that mental health services have dealt with complaints, identifying areas for improvement, and influencing and assisting services to appropriately address complaints.
7. Implement and develop approaches to assessment and complaint resolution which ensure they are accessible, responsive and informed by consideration of the rights, needs and views of the consumer /person who made the complaint
8. Maintain a thorough understanding of the Mental Health Act, the public mental health system and relevant standards, guidelines and models of treatment and care, including consumer and carer perspectives and experiences.
9. Actively contribute to the development of practice guidelines, policies and procedures, education and engagement activities and strategic projects
10. Keep accurate and complete records of complaint details and work activities in accordance with legislative, MHCC and departmental records, information security and privacy policies and requirements.
11. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
12. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department's ability to deliver, or facilitate the delivery of, effective support and services.

Operating at value range 2, you will perform the above together with increasing involvement to:

1. Operate with an increased level of autonomy and accountability in delivering within broad strategic directions.
2. Provide professional leadership and guidance.
3. Make decisions that establish precedents.
4. Manage stakeholders through effective negotiation and influence.
5. Undertake delegated management responsibilities as required.

Selection criteria

Knowledge and skills

1. **Planning and Organising:** sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting identified processes, tasks and resources as required to achieve MHCC goals; establishes systems and procedures to guide work and track progress; recognises actual and potential barriers and finds effective ways to deal with them
2. **Persuasion and negotiation:** win concessions without damaging relationships; listen to and incorporate information from others to identify their needs; identify, assess and canvas possible options; use sound research and accurate information to inform decisions and recommendations; be direct as well as diplomatic
3. **Conceptual, analytical and problem solving ability:** deals with concepts and complexity, uses analytical and conceptual skills to address and resolve complaints; uses creative and innovative processes to solve problems; liaises with stakeholders; analyses issues from different perspectives; implements solutions, evaluates effectiveness and adjusts actions as required.
4. **Self-management:** invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

Personal qualities

5. **Interpersonal Skills:** committed to the public interest; conducts all duties with impartiality, honesty and professionalism; detects the underlying concerns, interests or emotions behind what is being said and done; presents as genuine and sincere when dealing with others; objectively presents the views of another person; uses understanding of individuals to get the best outcomes for the person and organisation.
6. **Relationship Building:** establishes and maintains relationships with people at all levels; promote consensus through diplomatic communication; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
7. **Communication:** demonstrates capacity to liaise effectively at all levels; relates well to all people; looks for mutually acceptable outcomes. Presents oral and written information in a manner appropriate to purpose and audience; demonstrated high level written and verbal skills, confidently conveys ideas in a clear way
8. **Teamwork:** cooperates and works with others in pursuit of team and organisational goals, collaborates and shares information, shows consideration, concern and respect for others, accommodates and works with the different working styles of others, encourages resolution of any interpersonal conflict

Safety screening

- All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website homeaffairs.gov.au and can be searched for under the phrase, 'penal clearance certificate'.

Desirable Qualifications

- A tertiary qualification relevant to health or human services, dispute resolution, or law is desirable.
- Accreditation under the National Mediator Accreditation System or eligibility for such accreditation is desirable.

Specialist expertise

- Knowledge and understanding of the issues experienced by people receiving mental health services, carers and families, and service provision in the public mental health sector, particularly issues relevant to quality, safety and safeguarding people's rights.
- Experience in complaint/dispute resolution with proven high level assessment, mediation/conciliation and investigation skills, and demonstrated experience in handling and resolving complex matters.
- Knowledge of, or the ability to rapidly attain knowledge of, the Victorian Mental Health Act 2014, the Victorian Charter of Human Rights and Responsibilities Act 2006 and other relevant legislation, policies and government directions.

Conditions and benefits

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees* 2015 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of the Department of Health & Human Services can enjoy a range of generous Victorian Government employment benefits. These include attractive salaries, flexible leave arrangements and training and development opportunities. Please see www.careers.vic.gov.au/why/benefits-conditions

The department promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on DiversityInclusion@dhhs.vic.gov.au.

How and where to apply

The Department of Health & Human Services prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.

- Online – existing staff: click through to the job opportunities page from the department's intranet homepage.
- Online – external applicants: visit the job search page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search
- If you are unable to apply online or having difficulties accessing the information online, please phone Mr Grant Fellowes on 9032 3330 for assistance.

Other relevant information

For other important information about the recruitment process, please read the department's Information for applicants page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants or request a copy from the contact for further information listed under the 'Position details' section of this document.